

Notices

Federal Register

Vol. 63, No. 208

Wednesday, October 28, 1998

This section of the FEDERAL REGISTER contains documents other than rules or proposed rules that are applicable to the public. Notices of hearings and investigations, committee meetings, agency decisions and rulings, delegations of authority, filing of petitions and applications and agency statements of organization and functions are examples of documents appearing in this section.

DEPARTMENT OF AGRICULTURE

Office of the Secretary

Commission on 21st Century Production Agriculture Meeting

AGENCY: Office of the Secretary, USDA.

ACTION: Notice of meeting.

SUMMARY: The U.S. Department of Agriculture (USDA) has established the Commission on 21st Century Production Agriculture. In accordance with Section 10(a)(2) of the Federal Advisory Committee Act (FACA), notice is hereby given of the third meeting of the Commission on 21st Century Production Agriculture. The purpose of this meeting is to review the report on the effects of the Federal Agricultural Improvement Act of 1996 and to plan Commission activities for 1999. This meeting will be open to the public.

PLACE, DATE AND TIME OF MEETING: The meeting will be held in Room 5140, South Building, U.S. Department of Agriculture, 1400 Independence Avenue, SW, Washington, DC 20250, from 8:30–5:00 EST on November 16, 1998, and 8:30 am 12 noon EST on November 17, 1998.

FOR FURTHER INFORMATION CONTACT: Keith J. Collins (202–720–5955), Chief Economist, Room 112–A, Jamie L. Whitten Federal Building, 1400 Independence Avenue, SW., Washington, DC 20250–3810.

Dated: October 21, 1998.

Keith J. Collins,
Chief Economist.

[FR Doc. 98–28788 Filed 10–27–98; 8:45 am]

BILLING CODE 3410–01–M

DEPARTMENT OF AGRICULTURE

Forest Service

Customer Service Comment Cards

AGENCY: Forest Service, USDA.

ACTION: Notice of information collection; request for comments.

SUMMARY: In accordance with the Paperwork Reduction Act of 1995, the Forest Service announces its intent to establish a new information collection. The new collection is necessary to monitor customer satisfaction with existing Forest Service customer services, business practices, operations, and facilities, and to provide a means to address customer complaints.

DATES: Comments must be received in writing December 28, 1998.

ADDRESSES: Send written comments to Director, Office of Communications, 2 CEN AUD, Forest Service, USDA, P.O. Box 96090, Washington, D.C. 20090–6090, or e-mail comments to Barbara.Hunter/wo@fs.fed.us.

The public may inspect comments in the Office of the Director of Communications. To facilitate entrance into the building, visitors are encouraged to call ahead (202) 205–1273.

FOR FURTHER INFORMATION CONTACT: Barbara B. Hunter, Office of Communications, National Customer Service Team, telephone (202) 205–0979, or e-mail to Barbara.Hunter/wo@fs.fed.us.

Description of Information Collection

Title: “Your Comments” Customer Service Comment Card

OMB Number: New.

Expiration Date of Approval: New.

Type of Request: This is a new information collection that has not received approval from the Office of Management and Budget.

Abstract: Executive Order 12862, issued September 11, 1993, directed Federal agencies to change the way they do business, to reform their management practices, to provide service to the public that matches or exceeds the best service available in the private sector, and to establish and implement customer service standards to carry out the principles of the National Performance Review. In response to this order, the Forest Service established and implemented customer service standards and posted these standards at all Forest Service offices, work sites, and visitor centers. “Your Comments” Customer Service Comment Cards are voluntary customer surveys, which will be used to monitor

customer perceptions of how well the Forest Service meets its posted customer service standards, as well as how Forest Service customers view the agency’s business practices, operations, and facilities. The survey also will provide a means to learn about and address customer complaints.

Forest Service personnel will collect information everywhere the agency does business. Forest Service personnel will make customer service survey cards available to customers in person, by mail, and on the internet. The “Your Comment” Customer Service Cards will include the following survey statements that will be rated on a scale of 1 to 5, with 1 being “Strongly agree” and 5 being “Not applicable.”

1. I received prompt courteous service.

2. I was provided the information or service I needed.

3. For my request or business, the procedure was clear and efficient.

4. I was satisfied with the facilities used.

Completion of this card will be voluntary. Customers will mail the cards back to the Chief of the Forest Service in Washington, DC, or send their responses electronically on the internet. The data from this information collection will be evaluated and included in reports to the National Partnership for Reinventing Government (formerly the National Performance Review), the Department of Agriculture, to agency officials, and to Forest Service customers. The “Your Comment” Customer Service Comment Cards and e-mail messages will be mailed back to Forest Service personnel in the respective field units where the customers were served, so that any complaints and suggestions may be used to improve services, business practices, operations, and facilities at the units. This will give Forest Service personnel an opportunity to respond to customers by phone, e-mail, or mail, when considered necessary and appropriate.

Estimate of Burden: 5 minutes.

Type of Respondents: Respondents will include anyone who visits or contacts one of the Forest Service offices, work sites, or visitor centers, either in person, by telephone or on the internet. This includes individuals and groups of varying ages and abilities, U.S. citizens and citizens from other countries, who visit or plan to visit